Data Query Console

User Guide

Date	Version	Update
May 2017	1.0	Original document
18/09/2017	2.0	Change to login procedure for Okta Single Sign On
20/09/2017	3.0	Removal of login image
21/06/2018	4.0	Addition of GDPR statement
11/10/2021	5.0 – Not published	Additional information on EWACS; introduction to new interface
23/07/2024	6.0	New DQC interface. Removal of EWACS

Contents

1. About this guide

This document contains instructions on how to use the latest Data Query Console interface. Instructions for Security Designates and Origin can be found in the Origin Security Designate Guide.

1.1 Contact points

The following are the primary contact points at Experian for the users of the Data Query Console.

Service Desk

Our Service Desk should be used to log a technical issue regarding the Data Query Console, including login issues. When contacting us, please ensure that you state the issue is in relation to the Data Query Console or DQC. Telephone: 0333 000 3030.

Data Office

The Client Relation Officers in the Data Office can also assist or re-direct with all issues relating to the Data Query Console, or with a specific data query.
They can be contacted at: ClientDataQueries@experian.com.

2. Introducing the Data Query Console

2.1 What is the Data Query Console?

It is a web-based application which is accessed using your web browser. The DQC will operate most effectively on Chrome and Edge. Instructions on how to access the DQC are sent to each individual user when their user ID is set up.

2.2 Consumer Credit Act

The Consumer Credit Act allows consumers the right to have data held about them at the Credit Reference Agencies to be investigated if the consumer does not recognise the information or if they believe the information is incorrect. We have a statutory obligation to investigate the data query and respond back to the consumer within 28 calendar days of first receiving the query at Experian. We therefore ask that once you receive the data query you respond back to us within 10 working days, to enable us to meet the regulatory timeframe.

2.3 Role of the Security Designate

Origin is the administration side of the Console. It is where administrators are created, known as Security Designates.

The Security Designates have various responsibilities including:

- Completing the registration of your own Security Designate account.
- Creating a second Security Designate account for your deputy.
- Creating End User accounts for yourselves and anyone you want to answer the queries in the Data Query Console.
- Assigning attribute values, which are the various company names available, to your End Users.
- Taking responsibility for which End User in your company sees which product.
- Maintaining the End User accounts under your control.
- Regularly logging into the system to keep your own account active.

2.4 Use of Personal Data

Any personal information you provide when setting up your DQC account is only used for the purposes of identifying you as a valid DQC End User and for internal account administration. Your personal information will be processed in accordance with your rights under relevant data protection legislation.
Once your DQC account is closed we will retain this information for up 90 days.

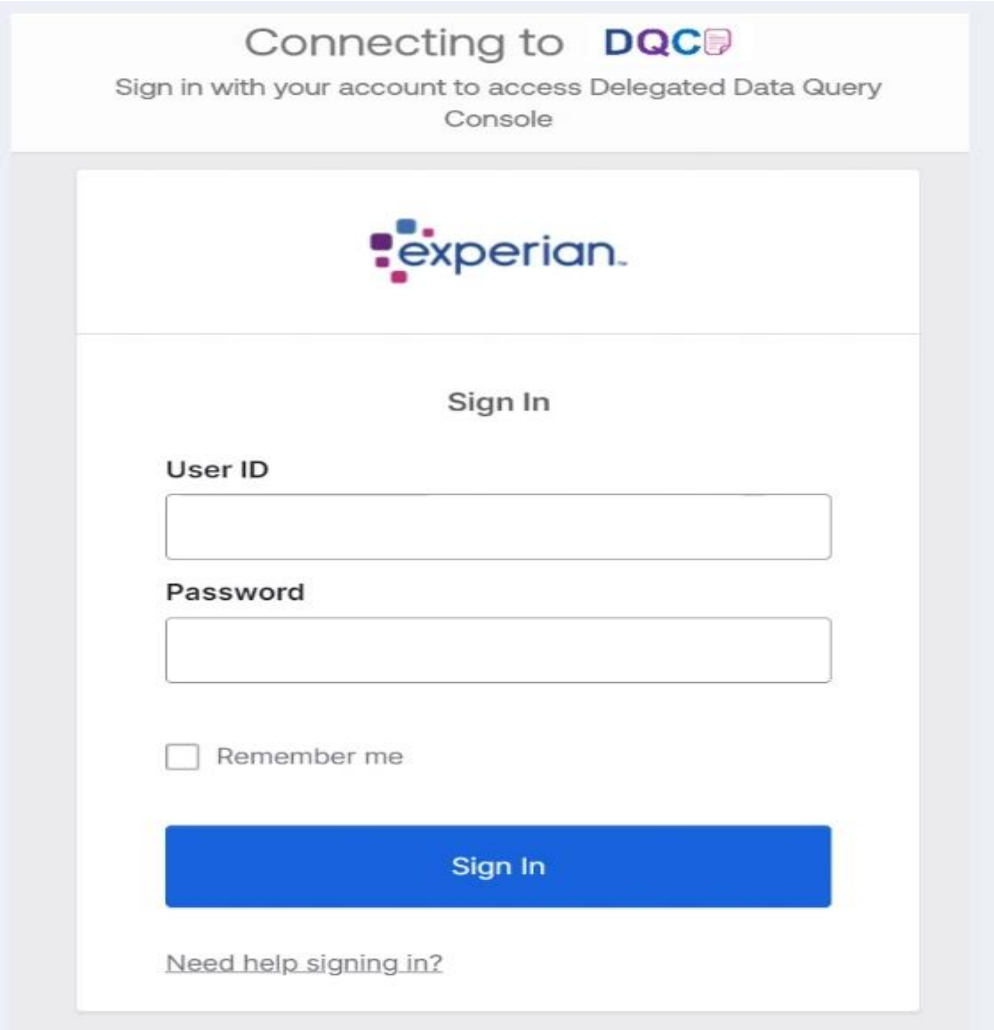
3. Using the Data Query Console

Any data you see within the following screen shots is test data only and does not pertain to real individuals.

3.1 Logging in

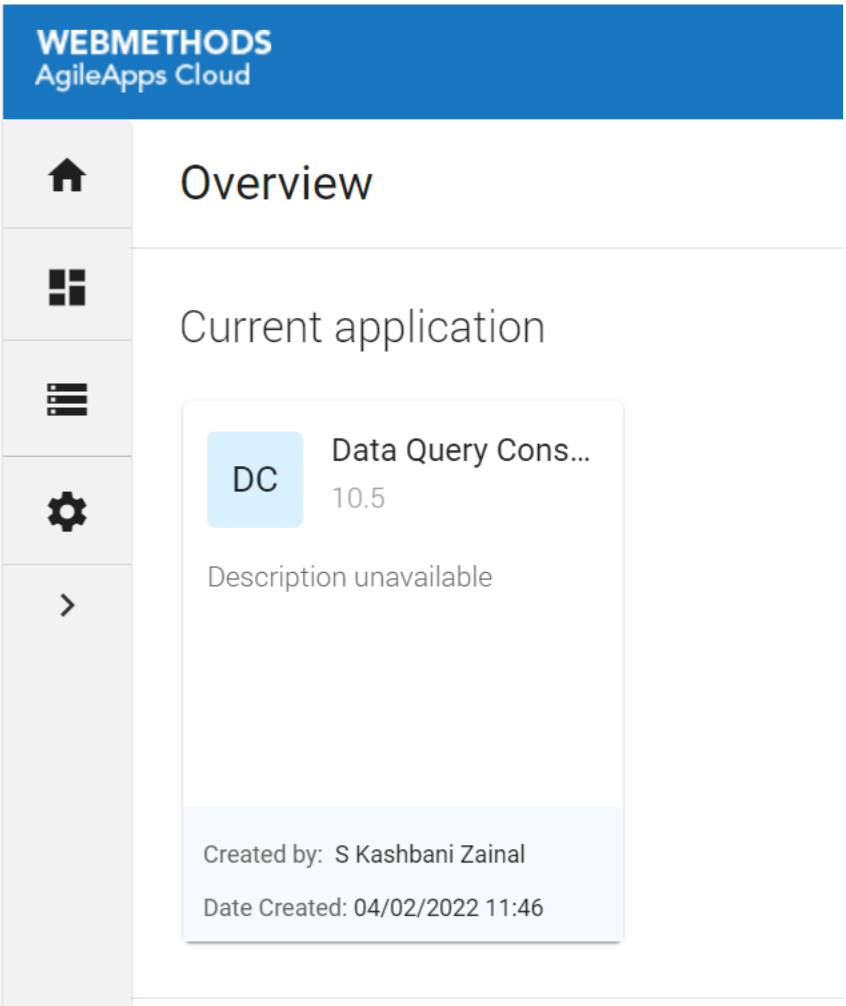
Login using the link below with your user ID and password:

https://service.experian.co.uk/networking/saml/ssoRequest?ticket=ccqsbfgcqsb

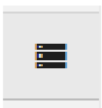


3.2 Data Query Console Navigation

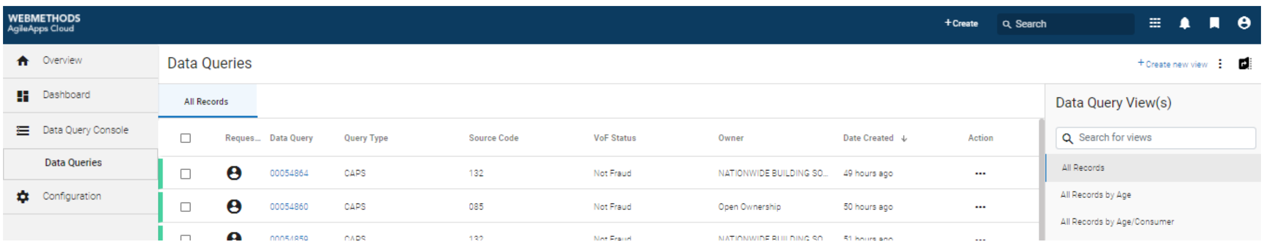
Once you login you'll see the following screen:



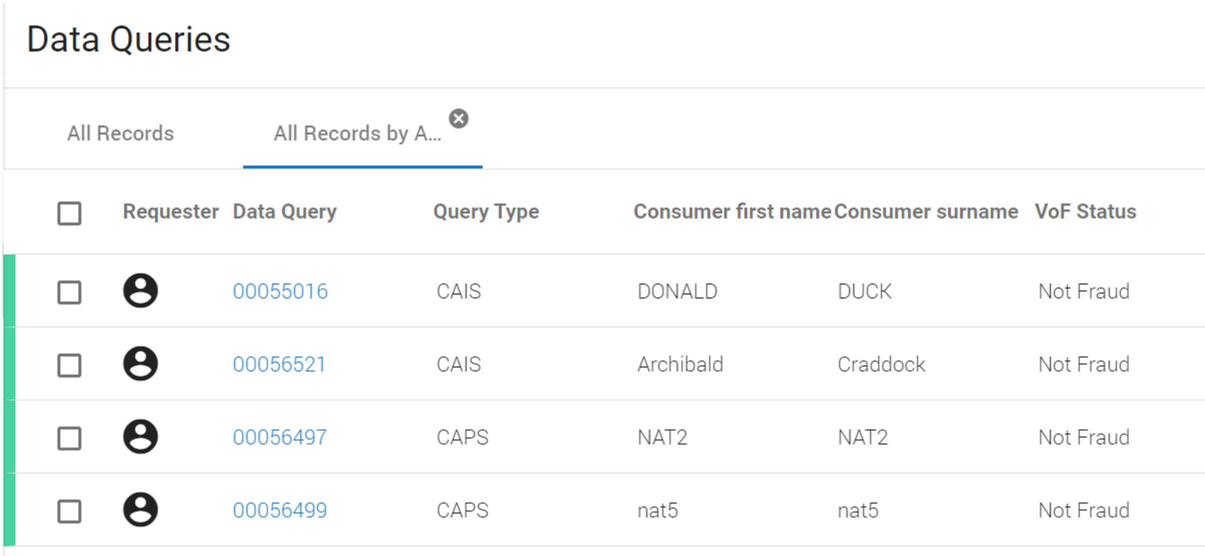
To locate your queue, click this icon found on the left-hand side of the screen:



You'll then need to select 'Data Queries', which will load the following:



Unless you work from a pre-agreed bespoke queue, always select the queue titled 'All Records by Age/Consumer'. This is available to select from the list on the right-hand side, and will look like this:



Data Queries

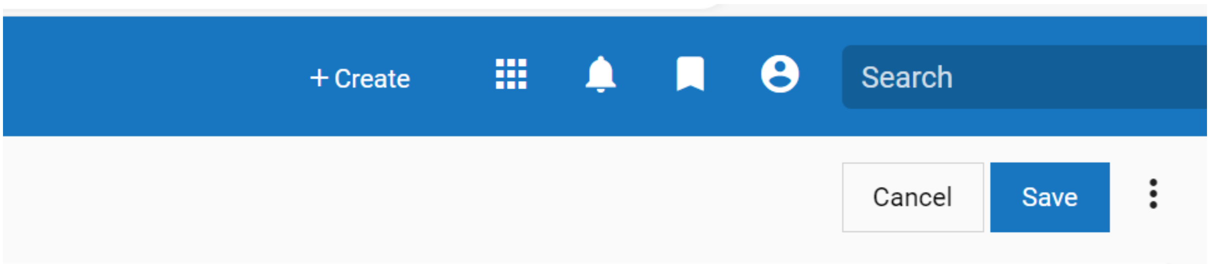
All Records | All Records by A...

	Requester	Data Query	Query Type	Consumer first name	Consumer surname	VoF Status
		00055016	CAIS	DONALD	DUCK	Not Fraud
		00056521	CAIS	Archibald	Craddock	Not Fraud
		00056497	CAPS	NAT2	NAT2	Not Fraud
		00056499	CAPS	nat5	nat5	Not Fraud

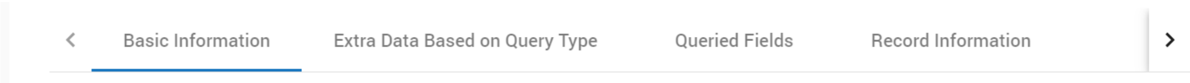
A scroll bar allows you to move across to the right for more column headings.

Click on the data query number to open the case, then scroll down for full details.

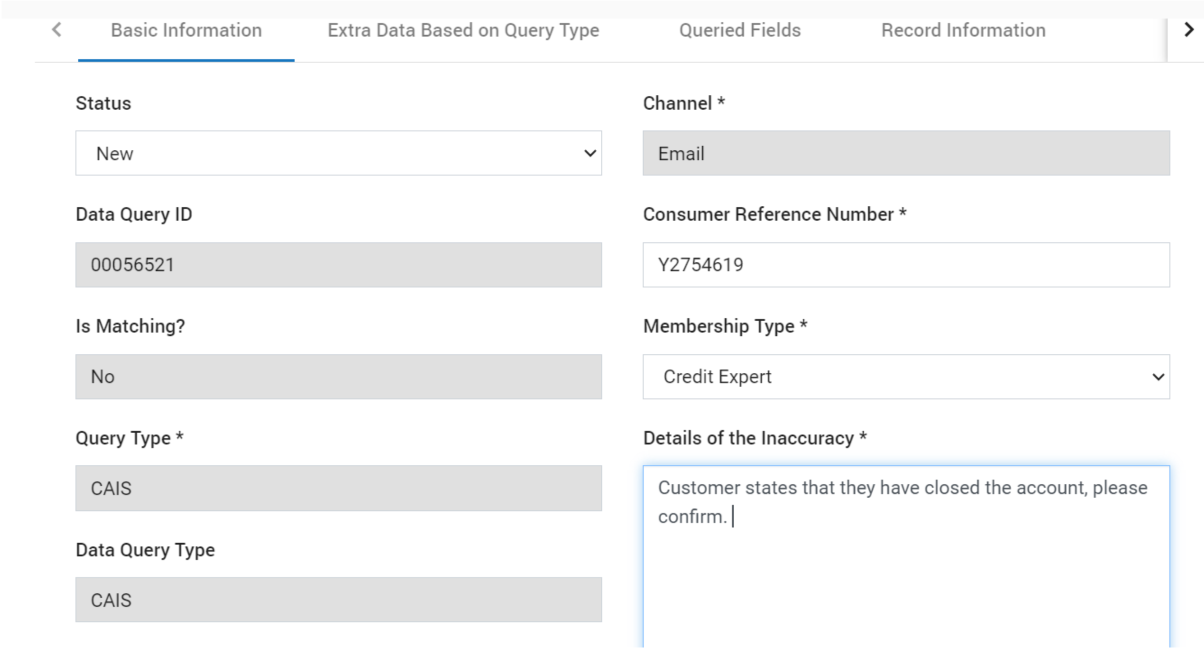
Click cancel, top right, to return to the queue.



Tabs are available to view query details:

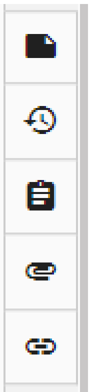


For example:

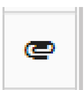


You can view the details and conduct your investigation in the usual manner.

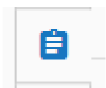
To respond to the query, you will see these icons on the right side:



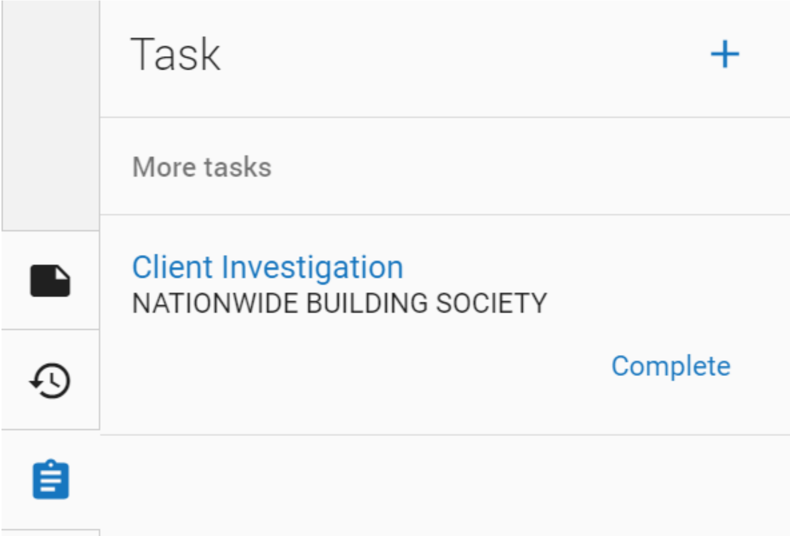
To view an attachment, click here:



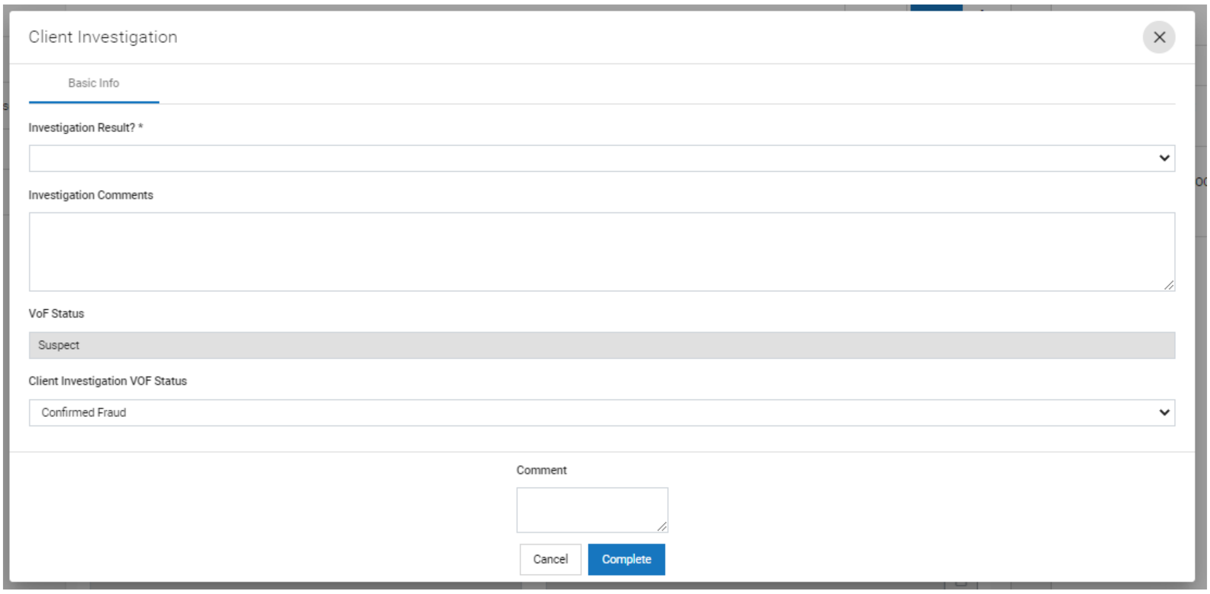
To complete client investigation, click here:



You will see the ‘Complete’ button to open the window to submit your response:



The Client Investigation window looks like this:



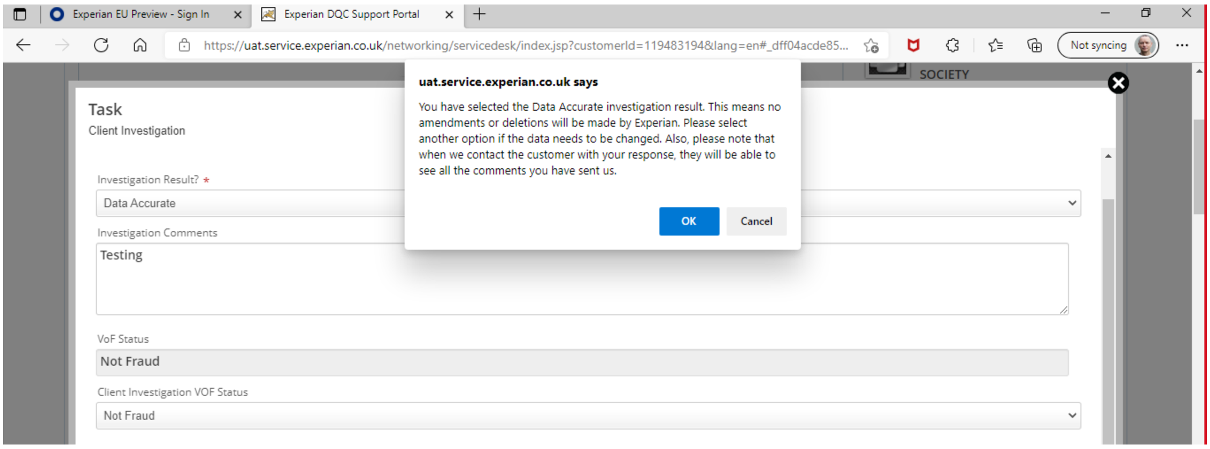
3.3 Responding to a query

Anything that you type into the Investigation Comments box will be seen by the consumer. Accordingly, please ensure all content in this field is appropriate.

There are four response options available:

• **Data Accurate** – this is where you are confirming the data is accurate and no amendment or deletion is required. After this is selected a confirmation box will appear that you will need to accept to proceed. The details in the box confirm that the data is accurate, and that Experian will not make any amendment to it.

Note – the Investigation Comments box must contain your confirmation that the data is accurate, together with a brief explanation for the consumer.



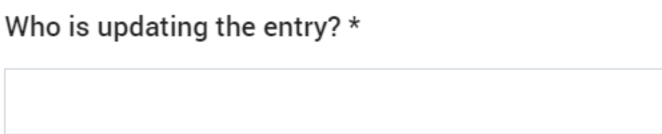
• **Data Inaccurate Amend** – data needs amending. Use the Investigation Comments field to clearly indicate which data is to be amended, and what it is to be amended to.

• **Data Inaccurate Delete** – the data needs deleting. Use the Investigation Comments field to clearly indicate which data is to be deleted.

Note – where data is to be amended or deleted, if instructions are not clear or are incomplete the data query will be re-opened and returned to your queue for further clarification.

• **Contact Required** – This is where you want us to ask the consumer to contact you directly. Use the Investigation Comments field to clearly indicate how the consumer should make contact and supply any names/reference numbers that would assist the consumer. It should be noted that the customer will see the response you have provided to Experian.

If your instruction is to amend or delete data, an additional field will appear:



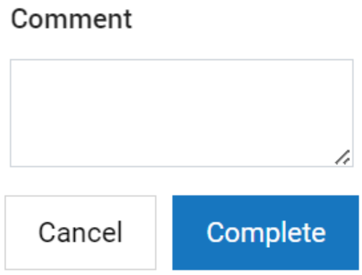
There are three response options available:

• **Experian** – we will action your instructions. Note – you must ensure that your own records are also updated. If this is not done, your next routine CAIS data load could overwrite the error back into the consumer's credit file.

• **Client Action – Corrected** - you are advising Experian that you have or will be amending/deleting the data using the CAIS Online Amendment Service. Note - this option only applies to CAIS amendments. CAPS searches, Address Links and Association amendments can only be actioned by Experian.

• **Client Action – Next Update** - you are advising Experian that the data will be amended on the next CAIS update file. Use the Investigation Comments field to clearly indicate what amendment/s you will be making. The clearer and detailed your response, helps Experian support managing the customers' expectations.

The smaller Comment field is not used, and can be left blank:



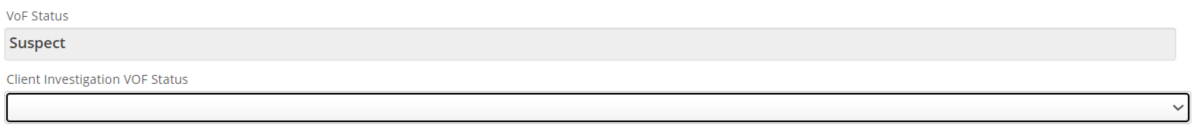
Once you are satisfied that your response is correct and appropriate, press the Complete button to send your response back to Experian. Note – once you have pressed Complete, the query will disappear from your queue, and you will have no further access to it. If you require further assistance with a completed query case, please contact the team at clientdataqueries@experian.com.

3.3.1 Suspected Fraud Case

In cases where a consumer has contacted the Experian Fraud Team and the Team have assessed the case to be suspected fraud, you will see this indicator in the Basic Information tab.

VoF stands for Victim of Fraud, and this means you should conduct your investigation with a view to confirming fraud or not fraud.

When completing the response information in the Client Investigation window you will see these fields.



You must confirm the outcome of your fraud investigation by completing the field Client Investigation of VoF Status by way of the dropdown options. The are two options only – Not Fraud, or Confirmed Fraud.

If you confirm fraud, you must provide clear instructions in the Investigation Comments Field regarding amendments or deletions that should be made.

If your process requires the consumer to contact your offices directly then you should use the Consumer Contact Required option in the Investigation Result field and provide clear contact instructions to the consumer in the Investigation Comments field.

3.3.1 Client established fraud

There will also be data query cases where the consumer has not contacted the Experian Fraud Team and the Basic Information tab indicates not fraud:

However, your investigations establish that it is a fraud case.

In this instance you must provide clear instructions in the Investigation Comments Field regarding amendments or deletions that should be made, and clearly state that you have established that it is a fraud case.

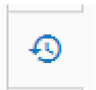
If your process requires the consumer to contact your offices directly then you should use the Consumer Contact Required option in the Investigation Result field and provide clear contact instructions to the consumer in the Investigation Comments field.

Additionally, when completing the response information in the Client Investigation window, you will see these fields:

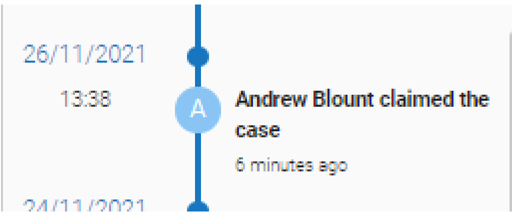
You must confirm that you have established fraud by changing the Client Investigation VoF Status marker to Confirmed Fraud by using the dropdown options.

3.3.1 Activity History and Log Out

When a case is open, the activity history is available from the right-side panel, here:



For example:



At the end of your session, logout here in the top right corner.